



## Concept Paper # 214

Presented to the Department of Administrative Services (DAS)

Date Prepared: July 10, 2012

Name of document to be reviewed: Pharmacy Board On-Line License Management System

Document for review and approval:

X Request for Proposal (RFP)

Agency: Iowa Board of Pharmacy

**RFP Reference #: 588IBOP12OLM**

**Release Date: September 15, 2012**

This project is requesting IOWAccess funds: Yes \_\_\_\_ No X

Projected cost over \$50,000? Yes X No \_\_\_\_

Projected agency staff hours over 750? Yes X No \_\_\_\_

**Project Cost, Funds and Funding Source:**

Initial anticipated cost to be between \$250,000 and \$750,000. Annual maintenance and support costs will vary and be determinant upon factors such as internal/external data hosting, data backup, support services and system requirements. All costs to be endowed by retained fees of the Iowa Board of Pharmacy.

**Timelines:**

RFP Issuance: September 15, 2012

RFP Closing: December 15, 2012

RFP Evaluation: January 07, 2013

Notice of Decision: January 21, 2013

Program Ready for Testing: April 01, 2013

Launch Date: May 01, 2013



**Goal:**

Replace our decades old database system with a configurable, real-time, web-based database. Our main objectives are to allow viewing of public information such as licensing information and disciplinary actions, allow for secure online renewals, and have ad hoc reporting capabilities. By meeting these objectives we will provide better service, communication, and interaction to all people involved with our board and licensees. Pharmacists, pharmacy technicians, interns, pharmacy support personnel, prescribers, pharmacies, and drug wholesalers will be able to quickly renew their licenses or registrations online without having to complete and send in a hard copy renewal and physical form of payment. People wanting to verify license status or public disciplinary actions won't need to call during regular business hours. They will be able to look up this information at anytime on our website. Compliance officers will have a secure system of reporting inspections and investigations and office staff will have a more consistent work flow. Our entire process will run smoother and more efficiently with the numerous enhanced capabilities a new database would provide.

**Background:**

The Pharmacy Board currently uses Microsoft Access 2003, which is no longer supported by Microsoft, for its database needs. The database was fully customized for licensing and registering the individuals and businesses under the Board's regulatory authority. At the time it was put into place it served our needs well. The Access database was a reliable system which enabled numerous configurations, expansion as regulated entities were added to the Board's authority, and detailed reporting. However, since the time our current system was developed and implemented, expectations of our licensees and of the public have grown and the needs of the Board have evolved. These expectations and needs include a much easier access to public records, record updating, and communicating, expectations our current system is unable to meet.

**Expected Results:**

By implementing the new web-based licensure management system, our clients will find us to be very accommodating to both their time and board interaction needs. More and more people want the ease and flexibility of interactive computing while at the same time being able to connect to a live person when needed. That's what the new system will provide. By diverting much of the workload caused by manual renewals and telephone requests for information, staff will provide enhanced service to the individuals who still want and need personal interaction. We will dramatically improve our services without any anticipated increase in the current license and registration fees. Efficiencies realized could eventually result in a reduced fees.

**Testing and Acceptance:**

We will develop testing to ensure all criteria, requirements, and standards are fully met by winning bidder.



**Some of the Interested Parties:**

Pharmacies, pharmacists, pharmacy technicians, pharmacist interns, pharmacy support persons, wholesalers, controlled substances prescribers and distributors, office staff, compliance officers, board members, and internet pharmacy sites.

**Some of the Recipients of this Service:**

Pharmacies, pharmacists, pharmacy technicians, pharmacist interns, pharmacy support persons, wholesalers, controlled substances prescribers and distributors, office staff, compliance officers, board members, credentialing agencies, other licensing boards, the Iowa Attorney General's Office, educational groups, internet pharmacy sights, public and private agencies and associations, and the general public.

**Standards:**

- Operational 24/7.
- Currently being used by at least one other state pharmacy board.
- The vendor must supply on-going technical support and system updates.
- The product must be off the shelf and customizable.
- Full capabilities for Ad hoc querying.
- Real time multi-user update and access.
- Remote accessibility.
- Provide web-based security.
- The system will be able to provide public information to all viewers.
- Unique secure log-in and user authentication for accessing non-public information.
- Accessible by any commonly used operating system or web-browser.
- Will support laptops, tablets, PDA's and similar devices.
- Capable of both vendor or in-house hosting of data.
- Audit trails of both access and changes made to the data.
- Ability to upload data to outside agencies
- Capable of having direct access to all associated licenses and permits within each license and permit.
- Must be able to provide an electronic transfer of records from current database.
- Provide on-line license renewals and initial applications
- Be able to display all publicly accessible information
- Maintain logs with the appropriate file of all reports, phone calls, emails, and any other information associated with a complaint, disciplinary action, or license record.
- Have ability to distinguish public and non-public information to staff.
- Scanned or electronically prepared documents will be able to be attached to appropriate record or cases.
- Ability to update all corresponding and relating references.
- If external data hosting is used, we will require encrypted data transfer capabilities provided by the vendor along with encryption key. We will also require a dedicated and redundant server.
- Discipline and case records attached to or integrated with the appropriate file or record.



- All files, reports and queries capable of being exported to text, excel and pdf files.
- Different security levels for staff, members, and groups.
- Board management will be able to initiate, manage, and resolve security levels as well as add and delete users.
- Have customizable on-line and printed forms.
- Able to print forms and certificates.
- Provide staff training in all functions of the new database, both as user and management levels.

### **Architecture:**

The new database application should be in .net or java environment with sufficient capabilities to provide 24/7 secure operations.

### **Business Continuity / Disaster Recovery:**

Business continuity and disaster recovery provided through the redundant server capabilities. For external data hosting, this will be provided by the vendor. For internal hosting we will configure the redundant server capabilities with ITE.

### **Recommendations from Joint Chief Information Officers/DAS IT Procurement Review Committee members:**

**NOTE:** Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: <http://das.gse.iowa.gov/procurement/>, specifically: <http://das.gse.iowa.gov/procurement/adminrules/>.

Duplication recommendation from the JCIO to DAS (from 2 of 11 JCIO members):

- a) Is there duplication within Government? *(Please identify duplication within your agency, as well as within the enterprise)* **No.**
- b) Can an existing program be modified to address a new need? **No.**
- c) Do you have any similar program in existence? **No.**
- d) Have you sought IT procurements for similar programs in the past? **No.**
- e) Do you have purchasing documents for similar programs? **No.**
- f) Do you have similar purchasing documents that could be used as a starting point for this program? **No.**
- g) Is there anything you could provide that could assist the agency with this IT procurement? **No.**
- h) Are there alternatives available to the agencies? **No.**



**Note: This concept paper originally was reviewed by the DAS IT Procurement Review Committee but was still under review when the committee disbanded. The review passed to the State CIO to complete.**

**Recommendations from the State CIO:**

Duplication recommendation from the State CIO to the DAS Director:

- a) Is there duplication within Government? *(Please identify duplication at the agency level, as well as within the enterprise)*
- b) Can an existing program be modified to address a new need?
- c) Do you have any similar program in existence?
- d) Have you sought IT procurements for similar programs in the past?
- e) Do you have purchasing documents for similar programs?
- f) Do you have similar purchasing documents that could be used as a starting point for this program?
- g) Is there anything you could provide that could assist the agency with this IT procurement?
- h) Are there alternatives available to the agencies?

**Recommendation of the State CIO to the DAS Director:**

Authorize this IT procurement Yes \_\_\_\_ No X

Alternatives suggested by the State CIO  
(see comments below) Yes X No \_\_\_\_

Additional comments from the State CIO: **The State CIO recommends denial of the RFP. The requesting agency was directed to Iowa Interactive to develop a comparable solution.**

**DAS Director's action:**

Authorize this IT procurement Yes \_\_\_\_ No X

**The above IT procurement concept denied by Director Carroll on 1/25/13**

Comments: **None.**